

SERVICES	REQUIREMENTS TO OBTAIN SERVICES	CHARGES	TIMELINES
Response to enquiries	<ul style="list-style-type: none"> Personal visits to NTSA offices Call to NTSA: 0709 932000 / 020 6632000 Email: info@ntsa.go.ke / complaints@ntsa.go.ke NTSA App Download from google or apple play stores Suggestion boxes Letter to NTSA Access to information 	Free	10 minutes
Registering a TIMS a/c	<ul style="list-style-type: none"> Application on www.ntsago.ke Click on TIMS logo 	Free	Third Ring
Online search	<ul style="list-style-type: none"> Click on on line search and select motor vehicle search You can choose to either do the search using the vehicle Registration Number or Chasis Number Make payment Click complete A copy of records will be generated and has an option to print). 	Kshs.500	2 working days
Provisional Driving License (PDL)	<ul style="list-style-type: none"> Enroll in a driving school PDL Application process on www.ntsago.ke PDL maturity 	Depends on school	1 working day
Processing and issuance of new driving license	<ul style="list-style-type: none"> Test booking on www.ntsago.ke and test at NTSA Centres Interim license Application process on www.ntsago.ke Issuance of DL after successful test 	Ksh 650	2 working days
Issuance of duplicate driving license	<ul style="list-style-type: none"> Application on www.ntsago.ke, Attach Police Abstract (If lost) 	Ksh 750	7 working days
Renewal of driving license	<ul style="list-style-type: none"> Application on www.ntsago.ke Three years 	-	21 working days
Processing of PSV badges (Driver & Conductors)	<ul style="list-style-type: none"> Application on www.ntsago.ke Lost badge /change of category New badge 	Kshs 350	Immediate
Processing of smart DL	<ul style="list-style-type: none"> Application on www.ntsago.ke, Click on TIMS under Smart DL Section New smart DL Replacement 	Kshs 1,050	1 working day
Issuance of RSL (Sacco / Institution / Tour vehicles)	<ul style="list-style-type: none"> Application on www.ntsago.ke Valid inspection report Speed Governor Certificate Driver to go back to school for class D for PSV. 	Kshs 3,050	30 mins
Processing of replacement number plate	<ul style="list-style-type: none"> Reflective number plate make application online Single Pair 	Depends on the capacity of the motor vehicle	1 working day
Issuance of foreign permits	<ul style="list-style-type: none"> Form 32C (Issued at the border point by KRA Customs) 	Kshs 1,150 / Kshs 2,050	2 weeks
Caveat on motor vehicles	<ul style="list-style-type: none"> Payment on E-Citizen Court order Letter from the registered owner 	Depends with the CC ratings of the motor vehicle	1 working day
Issuance of dealers KG plates	<ul style="list-style-type: none"> Application on www.ntsago.ke New Renewal 	Free	1 working day
Replacement of KG plates (Lost/Damaged)	<ul style="list-style-type: none"> Copy business Permit Copy of certificate of incorporation Police Abstract (If lost) Payments through KCB account 	Single Kshs 1,650 / Pair Kshs 2,900	14 working days
Applications & renewals of new dealer license	<ul style="list-style-type: none"> Application on www.ntsago.ke Register and log on to e-business Complete requisite form provided in the system 	Kshs 9,650	1 working day
Second hand dealership license (New & renewals)	<ul style="list-style-type: none"> Application on www.ntsago.ke Register and log on to e-business Complete requisite form provided in the system 	Kshs 4,250	1 working day
Registration of MV & No. plate	<ul style="list-style-type: none"> Application on www.ntsago.ke Depending on MV 	General number plate Kshs 2,050 / Special Number plate Kshs 30,000	2-5 working days
Transfer of ownership	<ul style="list-style-type: none"> Application on www.ntsago.ke Click on TIMS logo 	Depending on cc of MV	3 working days
Motor vehicle inspection	<ul style="list-style-type: none"> Log on to www.ntsago.ke Click on TIMS logo 	Ksh 1,050	Depends on availability of inspection centres
Change of particulars	<ul style="list-style-type: none"> Application on www.ntsago.ke Click on TIMS logo 	Engine or colour change Ksh 300 / New logbook Ksh 500 / Convenience fee Ksh 50	5 working days
Procurements of goods and services	<ul style="list-style-type: none"> Invitation to tender Download tender / quotation document from www.ntsago.ke 	Free	As per the PPAD Act, 2015

For inquiries visit our nearest office or write a letter to the office of Director General. Any application for access to information shall be processed within 21 days from the date of receipt or 48 hours if it concerns the life or liberty of a person. Where the application refers to information held by another public institution, it shall be transferred to that public institution within five (5) days from the date of receipt and information of the referral communicated to the Applicant/Requester.

Persons with disability receive first priority during service delivery

'Commitment to Courtesy and Excellence in Service Delivery'

Any service that does not conform to the above standards or any officer who does not live up to commitment, to courtesy and excellence in Service Delivery should be reported to:

The Director General,
National Transport and Safety Authority
Hill Park Building, Upper Hill
P.O. Box 3602-00506, Nairobi, Kenya,
Tel: +254(20)6632000/300,
GSM:+254-709932000/300,
E-mail: info@ntsago.ke, complaints@ntsago.ke
Website: www.ntsago.ke

The Commission Secretary/Chief Executive Officer
Commission on Administrative Justice
2nd Floor, West End Towers
Opposite Aga Khan High School off Waiyaki Way
P.O.BOX 20414-00200, Nairobi, Kenya,
Tel+254 20 2270000/2303000/2603765/2441211/8030666
Email: certificationpc@ombudsman.go.ke,
Web: www.ombudsman.go.ke

HUDUMA BORA NI HAKI YAKO